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Annual departmental reports, 1950/51

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# REPORT of the Postmaster General

FOR THE YEAR ENDED MARCH 31, 1951.



ADA POST OFFICE





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Annual departmental reports, 1950/51  
v.3 (A),



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# REPORT of the Postmaster General

FOR THE YEAR ENDED MARCH 31, 1951



ANADA POST OFFICE





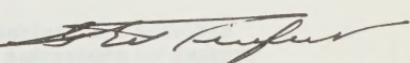
To His Excellency Field Marshal The Right Honourable  
The Viscount Alexander of Tunis, K.G., G.C.B.,  
G.C.M.G., C.S.I., D.S.O., M.C., LL.D., A.D.C.,  
Governor General and Commander-In-Chief of  
Canada.

May It Please Your Excellency:

I have the honour to forward to Your Excellency the  
accompanying report of the Post Office Department  
of Canada for the year ended March 31, 1951, which  
is respectfully submitted.

I have the Honour to be, Sir,

Your Excellency's Most Obedient Servant,

  
Postmaster General

Post Office Department,

Ottawa, October 1, 1951.

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To the Honourable G. Edouard Rinfret, K.C., M.P.,  
Postmaster General of Canada.

Sir:

I have the honour to submit the annual report of the Post Office Department for the fiscal year ended March 31, 1951.

It is of particular interest that with the submission of this report the Department enters upon the 100th Anniversary year of the transfer by the British authorities of the Postal Service to control by the Province of Canada. This took place on April 6, 1851, and during the past year steps were taken for the commemoration of this historic event in the coming year. Further reference to this subject is made in the general introduction of this report.

Once again it is possible to report a record for gross revenue receipts. The amount received from all sources during the year was \$105,533,994.61, an increase of \$4,256,559.18 over the previous year.

It will be recalled, however, from observations made in previous reports, that the continued increase in costs of operations has resulted in a steady worsening of the Department's financial position, and this was reflected in the past year by an overall deficit of \$1,326,788.51.

As it was realized this situation could not be allowed to continue, arrangements were made during the year for a number of adjustments in rates, effective April 2, 1951, which it is expected will bring the revenues more closely into line with the actual costs of the service provided.

While intensifying its efforts to achieve all possible economies, the Department continued its endeavours to improve and expand service to the public, notably with arrangements to inaugurate a new service, Air Parcel Post, on April 2, 1951.

Respectfully Submitted,



Deputy Postmaster General



THE ORGANIZATION OF  
THE POST OFFICE DEPARTMENT

Postmaster General  
Parliamentary Assistant  
Deputy Postmaster General  
Chief Executive Officer  
Director of Administration  
Director of Communications  
Director of Financial Services  
Director of Operations  
Special Assistant

ADMINISTRATION BRANCH

Cost Ascertainment Division  
Domestic Mails Division  
Inspection and Investigation Division  
International Mails Division  
Legal Division  
Public Relations Division  
Purchasing and Stationery Division  
Staff Relations Division  
Training and Welfare Division

COMMUNICATIONS BRANCH

Air Mail Services Division  
Land Mail Services Division  
Railway Mail Service Division

FINANCIAL BRANCH

Cash Account Division  
General Financial Division  
Money Order Division  
Postage Stamp Division  
Savings Bank Division

OPERATIONS BRANCH

Engineering-Buildings Division  
Revenue Post Offices Division  
Services, Methods and Examinations Division  
Staff Post Offices Division

REGIONAL DIRECTORS - for the following areas

REGION	HEADQUARTERS
Maritimes	Moncton, N.B.
Quebec	Montreal, P.Q.
Ontario	Toronto, Ont.
Prairies	Winnipeg, Man.
Pacific	Vancouver, B.C.



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## GENERAL INTRODUCTION

With this report, Canada Post Office enters its 100th year of service to the people of Canada under home administration and control.

It was on April 6th, 1851, that the Province of Canada took over authority for its own postal system from the British Post Office, being empowered to do so under an act passed by the British Parliament on July 28th, 1849. Headquarters was at Quebec, with James Morris as Postmaster General in the Lafontaine-Baldwin Government.

There was, of course, an effective postal system in operation in the province when the transfer took place. Post offices numbered 601 and there were 7595 miles of established post routes. Mileage traveled over these routes totaled 2,487,000, and the gross revenue in the year before the transfer was £93,802.

### Striking Contrast

These figures are in striking contrast to those for the year just closed. As of March 31, 1951, there were 12,390 post offices in operation in Canada and 119,326 miles of established mail routes, over which 30,000,000 miles were traveled during the year. Total revenue was \$105,533,994.61.

It was desired, of course, to mark appropriately the 100th Anniversary, and arrangements were made in the year just closed to issue four special postage stamps of a commemorative nature during the anniversary year.

These stamps were planned for issue on September 24th, 1951, to coincide with the holding of a great international philatelic exhibition at Toronto by the Canadian Association for Philatelic Exhibitions, a project to which the Department also arranged to give its full support. Production was also started on a motion picture depicting the progress made by the Canadian Postal Service since 1851. This motion picture, entitled "Stagecoach to the Stars" was given its premiere at the Toronto Philatelic Exhibition.



Deficit of \$1,326,788

While the total revenue receipts in 1950-51 again reached a new high level at \$105,533,994.61 - \$4,251,151.37 more than last year - the net revenue figure, \$90,454,677.86 (the amount remaining after direct payments from revenue of \$15,090,788.73) also showed an increase of \$5,926,022.25 over last year.

In spite of this substantial gain, however, a deficit of \$1,326,788.51 must be reported. This is due to the fact that uncontrollable increases in costs of operation resulted in expenditures from Parliamentary appropriation of \$91,781,466.37, as compared with \$82,639,741.21 expended in 1949-50.

Included in the increased costs was a payment of \$5,000,000 extra to the railways, the result of a retroactive increase of 25 per cent, allowed by the Government for the carrying of the mails.

Rates Adjusted

Financial studies made during the year revealed that a serious situation was threatening in the fiscal year 1951-52 unless adequate rate adjustments were undertaken immediately. Salary increases made retroactive to December 1st, 1950, but payable April 2nd, 1951, and the continuing increase for the new fiscal year required an additional amount of approximately \$7,000,000. A further \$2,000,000 would be required to pay the higher railway rates, and another \$1,500,000 would be needed to provide for additional remuneration to revenue postmasters. These amounts would total \$10,500,000 in expenditures that would have to be made in 1951-52 that were not called for in 1950-51. It would not include any provision for increases that might be encountered in other normal operating expenditures.

As it had been known for some time that the rates being charged in the second (newspaper and periodical), third (printed matter), and fourth (parcel post) classes of



mail matter did not cover the cost of servicing these classes, it was decided to make some upward adjustments in these rates. These changes were made effective April 2nd, 1951, and should assist materially in maintaining the department's finances in a healthy condition.

STATEMENT OF REVENUE RECEIPTS AND DISBURSEMENTS

Years ended March 31st, 1950 and March 31st, 1951

	<u>1949-50</u>	<u>1950-51</u>	<u>Increase or Decrease x</u>
Gross Revenue Receipts..	\$101,277,435.43	\$105,533,994.61	\$4,256,559.18
Other Revenue Receipts..	<u>16,869.79</u>	<u>11,461.98</u>	<u>5,407.81x</u>
Total Revenue Receipts..	101,294,305.22	105,545,456.59	4,251,151.37
Disbursements from Revenue.....	<u>16,765,649.61</u>	<u>15,090,778.73</u>	<u>1,674,870.88x</u>
Net Revenue Receipts transferred to Con- solidated Revenue Fund.....	84,528,655.61	90,454,677.86	5,926,022.25
Payments made from Parliamentary Appropriations.....	<u>82,639,741.21</u>	<u>91,781,466.37</u>	<u>9,141,725.16</u>
Net Surplus or Deficit x	\$ 1,888,914.40	\$ 1,326,788.51x	\$3,215,702.91x



C O M P A R I S O N   O F   A N N U A L   F I N A N C I A L   R E S U L T S  
 F O R   P A S T   2 0   Y E A R S

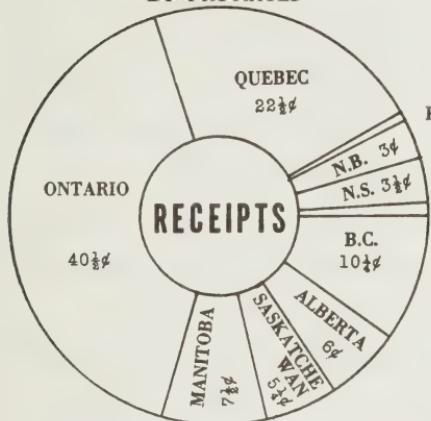
Fiscal Year	Revenue	Expenditure	Deficit	Surplus
	\$ cts.	\$ cts.	\$ cts.	\$ cts.
1932.....	39,276,247.93	41,248,630.27	1,972,382.34	
1933.....	36,891,968.19	36,234,639.82		657,328.37
1934.....	36,352,253.15	35,187,518.18		1,164,734.97
1935.....	37,577,241.05	35,303,233.11		2,274,007.94
1936.....	39,203,499.82	36,795,712.93		2,407,786.89
1937.....	41,181,566.35	37,445,589.62		3,735,976.73
1938.....	42,998,349.39	39,748,993.21		3,249,356.18
1939.....	42,896,178.65	43,064,140.45	167,961.80	
1940.....	44,208,369.48	44,205,134.29		3,235.19
1941.....	48,143,409.87	46,459,717.18		1,683,692.69
1942.....	55,477,159.08	50,985,156.29		4,492,002.79
1943.....	59,175,137.98	55,048,362.87		4,126,775.11
1944.....	73,004,398.78	60,418,488.06		12,585,910.72
1945.....	79,550,199.96	68,107,665.14		11,442,534.82
1946.....	83,785,452.37	72,879,538.97		10,905,913.40
1947.....	86,409,236.77	77,635,662.36		8,773,574.41
1948.....	91,626,177.60	81,798,685.84		9,827,491.76
1949.....	95,971,655.21	92,995,873.84		2,975,781.37
1950.....	101,294,305.22	99,405,390.82		1,888,914.40
1951.....	105,545,456.59	106,872,245.10	1,326,788.51	



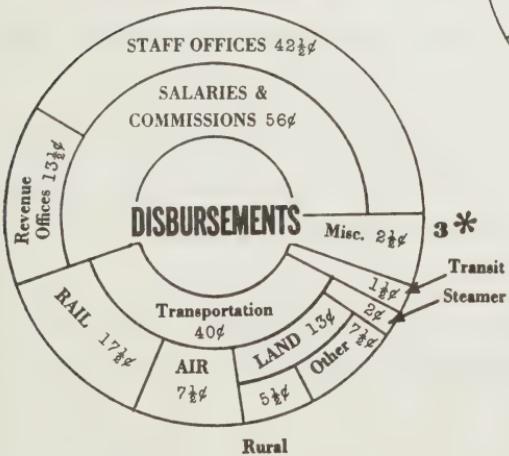
# THE CANADIAN POSTAL DOLLAR

Year ended  
March 31, 1951

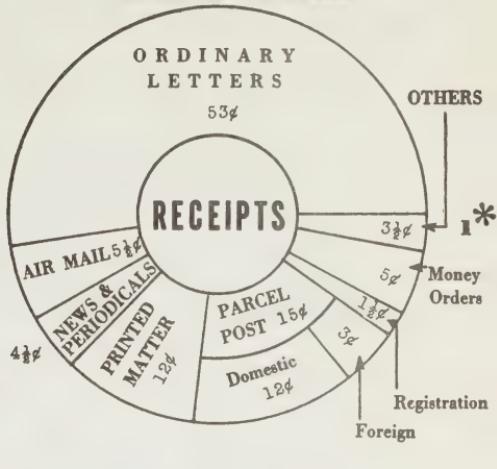
## BY PROVINCES



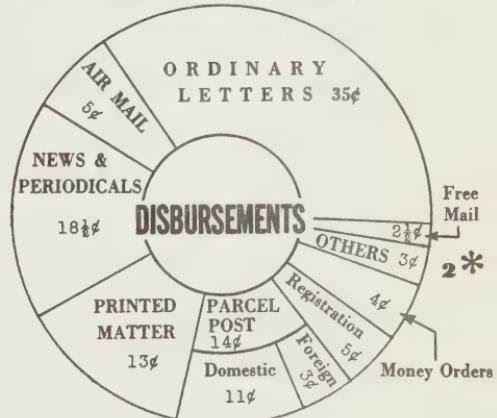
## BY GENERAL EXPENSES



## BY MAI LS AND SERVICES



## BY MAI LS AND SERVICES



3\*

\* 1 Miscellaneous Receipts:  
C.O.D. Special Delivery Parcel Insurance  
Box Rentals Mail Box Sales Philatelic Sales  
Unemployment Insurance Radio Licenses  
Government Annuities Directories  
Profit on Exchange Dead Letter Office Sales

\* 2 Miscellaneous General Expenses:  
Travelling Expenses Telegrams and Telephones  
Publicity Advertising Damage Claims  
Sundries

\* 3 Miscellaneous Disbursements:  
C.O.D. Special Delivery Parcel Insurance  
Box Rentals Philatelic Sales Unemployment  
Insurance Radio Licenses Government  
Annuities Rural Mail Delivery Boxes



## INTERNATIONAL MAILS

International mail operations have now reached a normal level and services - air and surface - are in some cases operating on a higher frequency and at greater speed than formerly.

Air mail is, as expected, maintaining its popularity and the volume in which it is going forward illustrates it has definitely become a permanent and integral part of this country's postal relations with overseas correspondents in the private and commercial spheres.

### Heavy Parcel Post Volume

Although there has been a decrease in parcel post mailings, a great volume continues to be despatched to other countries. Most of these are in the gift category.

Canada is an active member of the Universal Postal Union, and important studies on different postal questions have been undertaken in the general interest of the International Postal Service.

In October, 1950, representatives of Canada took part in discussions of the Technical Transit Commission, which was formed by the Universal Postal Union, to study and report on the possible revision of surface mail transit rates in the light of existing conditions.

### Postal Union Congress

Canadian delegates were also present at the VIth Congress of the Postal Union of the Americas and Spain. Canada took a leading part in the discussion of the Congress, which was held in Madrid in November, 1950.



## C O S T A S C E R T A I N M E N T

The work of the special cost accounting and statistical unit of the Department, established during the fiscal year, 1947, to collect and collate data respecting revenue and costs of operation has proven most valuable in the consideration of an equitable postage rate structure.

The activities of this unit are being extended to more intensive investigations of operating costs leading to possible economies and to cover statistics useful in the administration and operation of the service.

### VOLUME OF MAIL

Following are shown the number of pieces of mail carried in the various classifications, with the percentage increase over 1950.

CLASSIFICATION	NUMBER OF PIECES	PERCENTAGE INCREASE (or DECREASED) <sup>*</sup> FROM 1950
First class ordinary mail.....	1,412,252,979	6.9
Domestic Air Mail.....	24,900,902	1.1
Foreign Air Mail.....	16,057,723	2.8 <sup>¶</sup>
Newspapers and periodicals.....	513,998,799	6.9 <sup>¶</sup>
Printed Matter, Circulars etc.....	977,009,174	12.3
Domestic Parcel Post.....	66,701,475	2.7 <sup>¶</sup>
Foreign Parcel Post.....	1,793,372	26.9 <sup>¶</sup>
Registration.....	15,183,852	15.6 <sup>¶</sup>
Special Deliveries.....	1,585,971	3.0
C.O.D.'s.....	7,309,148	13.2 <sup>¶</sup>
Insured items (Fees Collected).....	219,219	10.5 <sup>¶</sup>

<sup>\*\*</sup>Items registered by government departments free of postage not included in 1951.



## INSPECTION AND INVESTIGATION

The increased mail volume continued to reflect itself in the number of enquiries received regarding lost and mis-treated mail matter. Dead Letter Office transactions were also higher in some categories.

Number of enquiries received.....	774,829
Number of cases closed satisfactorily.....	605,112
Number of enquiries pending, unaccounted for..	<u>169,717</u>
& transient	774,829

### REGISTERED: INSURANCE: C.O.D. SERVICES

1950 - 1951

#### 1. REGISTERED

##### (a) Domestic Mails

Number of indemnity claims paid.....	91
Amount of indemnity paid.....	§ 1,276.48
Paid from Departmental Funds.....	§ 640.58
Indemnity recovered.....	§ 635.90

##### (b) International Mails

Number of indemnity claims paid.....	148
Amount of indemnity paid.....	§ 1,013.24
Paid from Departmental funds.....	§ 315.65
Indemnity recovered.....	§ 697.59

#### 2. INSURED

##### (a) Domestic Mails

Number of claims for indemnity.....	8,912
Amount of indemnity paid.....	§ 72,260.20
Paid from Departmental Funds.....	§ 61,105.07
Indemnity recovered.....	§ 11,155.13
	§ 72,260.20

##### (b) International Mails

Number of claims for indemnity.....	82
Amount of indemnity paid.....	§ 1,612.20
Paid from Departmental Funds.....	§ 1,337.63
Indemnity recovered.....	§ 274.57
	§ 1,612.20

#### 3. C.O.D.

Number of claims paid.....	2,950
Amount of indemnity paid.....	§ 25,164.37
Paid from Departmental Funds.....	§ 16,379.13
Indemnity recovered.....	§ 8,785.24
	§ 25,164.37

## INVESTIGATIONS

### ARRESTS AND CONVICTIONS

4. PROSECUTIONS.....	148
Convictions.....	137
Acquittals.....	4
Cases in Court.....	7
Total	148



5. OFFENCES (Prosecutions).....

148

Thefts.....	68
Robberies.....	38
Forgeries.....	7
Shortages.....	10
Miscellaneous.....	<u>25</u>

Total 148

148

Of the 148 Prosecutions 39 involved Postal Employees and 109 non-Post Office personnel.

In addition to the Prosecutions 115 Postal Employees were dismissed for various offences.

The following cases were investigated -

Post Office robberies.....	134
Theft of mail matter.....	38
Forgeries, Money Orders, and Government cheques.....	2406
Shortages in Post Office credits.....	828
Post Office fires.....	45
Postage Stamp cases.....	319
Inflammables or Explosives enclosed in mail.....	47
Miscellaneous.....	<u>167</u>

Total 3984

3,984

\$300.00 in fines was collected in connection with previously used stamps and \$530.00 in fines was collected also in the cases described under the heading of Miscellaneous, making a total of \$830.00.

Included in the 2406 Forgery cases are 225 Post Office Money Orders involving a total amount of \$4,087.47. Of this amount \$3,688.24 was recovered and \$70.10 was collected from Post Office Employees.

6. SHORTAGES IN POST OFFICE CREDITS

828 cases involving.....	\$198,831.25
Recovered.....	\$186,342.69
Outstanding.....	<u>\$ 12,488.56</u>

DEAD LETTER OFFICE TRANSACTIONS1950 - 517. INTERNATIONAL MAIL MATTER

Of Foreign and Domestic origin undeliverable in Canada and Abroad

Foreign origin .....	386,456
Canadian origin.....	<u>199,867</u>

8. DOMESTIC MATTER

Undeliverable as addressed.....	<u>6,975,035</u>
Grand Total	7,561,358



9. UNCLAIMED PARCELS

Of Canadian origin, undeliverable in Canada  
or Abroad .....

11,928

10. CASH STATEMENT

Cash found in dead letters.....  
Revenue Collected on returned dead mail.....  
Proceeds from sale of unclaimed articles.....

\$31,848.61  
\$11,164.64  
\$ 4,841.55

PUBLIC RELATIONS

Post Office public relations officers located in the major cities across Canada were active during the year in assisting business men and private mailers in all aspects of their contacts with the service. The headquarters organization also functioned effectively in bringing to the attention of the public, postal information essential to the smooth and efficient operation of the service.

Three-fold Purpose

Post Office public relations activity broadly has a three-fold purpose:

To enlist greater public co-operation in effecting improved mailing practices, in the interest of operational economy and faster service.

To promote greater use of postal services so that revenue may be increased.

To provide a medium of assistance to the public generally, and business men in particular, in postal matters.

The Division also compiles rural directories and letter carrier walk lists for use of business men in promotional campaigns.



RURAL DIRECTORY TRANSACTIONS

Post Office Rural Directories Sold and Distributed  
During the Years Ended March 31st 1950 and 1951

	<u>1949-50</u>	<u>1950-51</u>
Prince Edward Island	52	91
Nova Scotia	151	397
New Brunswick	257	258
Quebec	1,875	1,562
Ontario	2,746	1,925
Manitoba	447	756
Saskatchewan	679	1,648
Alberta	753	1,812
British Columbia	375	728
	<hr/>	<hr/>
	7,335	9,177

Revenue from Sale and use of Rural Directories

Rural Directories Sold	\$ 8,421.50	\$ 10,937.75
Mailings from Name Lists	207,422.86	256,709.02
Householder Mailings	1,310,924.98	1,615,472.39
	<hr/>	<hr/>
	\$1,526,769.34	\$1,883,119.16



## TRAINING AND WELFARE

During the past year favourable progress has been made in the training of the supervisory and other personnel throughout the Postal Service.

Courses presented to Supervisors during the year included Job Instruction Training (the technique of instruction), Job Relations Training (designed to improve relations between Supervisor and staff) and a series of short courses under the general heading Job Leadership Training.

In addition, brief induction sessions are constantly being held for new employees. Through these induction courses the new worker is introduced to the department and to his section of the work.

Another important course, Public Relations, is of special benefit to employees who have direct dealings with the public.

### Breakdown Manuals

Steady progress is being made in the completion of Job Breakdown Manuals throughout the Service. These are comprised of detailed step-by-step analyses of the various operations in every branch of a post office or District Office. These manuals are helpful in bringing about uniformity of work methods and in thorough instruction.

During the year two courses for Postmasters of staff offices and two for Post Office Inspectors and potential inspectors were held at headquarters. Under the Exchange of Officers Plan, now in its third year, nine selected officials from the field were brought to headquarters for terms varying from three months to a year for experience and a broadening of their postal knowledge. Similarly, several officers of the department were assigned to training in the Operating Service for periods ranging from three weeks to a year.

\*\*\*\*\*



Many improvements in working conditions may be attributed to the surveys which are made from time to time as part of the Training and Welfare Programme. These include the establishment of cafeterias in some of the larger Post Offices.

French and English Classes

Conversational French and English classes, both at headquarters and in certain offices in the field, continue to be taken advantage of by many interested members of the staff.

Co-ordination of stenographic services throughout the department and general supervision over performance of stenographic staffs in many District Offices has contributed to efficiency and economy in staff.



PURCHASING AND STATIONERY DIVISION

July 12th, 1951.

Comparative Statement of Expenditure for the fiscal years ended March 31st 1950, and March 31st 1951.

	1949-50	1950-51	Increase	Decrease
Printing & Stationery-	\$823,512.97	\$869,216.83	\$45,703.86	
Mail Bags-	702,370.18	551,416.71		\$150,953.47
Repairs and Upkeep of Equipment-	279,492.82	254,134.53		25,358.29
Acquisition of Equipment-	<u>1,430,677.22</u>	<u>1,035,785.66</u>		<u>394,891.56</u>
	3,236,053.19	2,710,553.73	45,703.86	571,203.32
Total Decrease-				525,499.46

	1949-50	1950-51
Cash returned to Department-		
By credit for sale of new material for Uniforms	\$181,270.91	\$80,048.54
By refund on miscellaneous Equipment-	24,990.23	14,460.78

Cash payments to other Departments:-

To Justice - Repair of Mail Bags and making up new bags-	114,264.66	99,989.82
To Canadian National Railways Freight, etc.	16,032.91	18,283.70
To Trade and Commerce Inspection of Postal Scales	2,500.00	5,000.00
To Public Works, - Painting Letter Boxes and Repairs to Platform Trucks, etc.-	14,650.84	34,090.51
To National Research Council Analysis of Ink	63.28	Nil

Inventory of Stock at Department, etc.      \$5,483,632.62      \$4,943,925.91



## TRANSPORTATION

Postal operations involve extensive use of mechanical and vehicular transport. In the year under review, 37 cents of every dollar expended in providing service went to meet transportation cost.

During the year \$13,672,978 was spent on land mail services other than railway, an increase of \$770,000 over the previous year; \$13,985,713 on railway operations, an increase of \$5,118,692, due largely to increased rates granted by the government to the railways; \$8,490,689 on air mail services; and \$2,181,363 on water movement.

### LAND MAIL SERVICES

At the end of the fiscal year, 13,485 land mail services were in operation, including rural mail delivery routes, city mail transportation services, services between post offices, and services from post offices to railway stations, wharves, airports and bus depots. The number of rural routes increased by 83 and approximately 600 others were extended.

A development during the past year was rural mail delivery inspections. Under a new plan, the inspection of rural routes is being carried out by Supervisory Postmasters. The results have been most gratifying from both economy and service standpoints. The average cost for each inspection was less than \$4.00 and the savings realized on the resulting changes more than paid for all expenses incurred.

### Unique Experiment

Continued exploration into suitable mail service to isolated groups of families on the Newfoundland coast resulted in a unique experiment. Two services, termed "Water Rural Routes", were established, and their operation is being watched with great interest. These routes average 31.5 miles in length, are operated by motor launch and serve the patrons once a week. As yet, there are no rural mail boxes involved; the patrons meet the boat at the wharves and conduct their postal business on the spot.



The railway strike during the Summer was a great challenge to the Operating Service, and to motor transport of mail. But the unusual demands of the strike period were discharged in a manner leaving very little to be desired. There is no doubt that motor transport is finding an increasingly important place in transportation of mail.

#### 50,000,000 Miles Travelled

The total annual mileage travelled by land mail service contractors was more than 50,000,000 miles. Rural mail couriers alone travelled a total of 30,000,000 miles over 119,326 miles of mail routes in order to serve 384,906 rural mail boxes. Stage services accounted for 16,000,000 miles, while side and city service contractors covered an estimated 4,000,000 miles.

#### RAILWAY MAIL SERVICES

The Railway Post Offices, operating in railway postal cars manned by Post Office personnel attached to principal passenger trains, make a unique contribution to advancing the delivery of mails. Such mails are made up and exchanged with Post Offices en route at the various stations with Railway Mail Clerks constantly working against time in order to distribute all classes of mail and have it ready for despatch.

The counterpart of Railway Post Offices is also found on boats, usually coastal steamers, where the mail clerk sorts mail, receives and despatches at ports of call.

Direct bags of mail are also transported in baggage cars in charge of a train baggage man. These bags are prepared or "made up" in Post Offices or Railway Post Offices and are merely exchanged at various points on the route.

.....



COMPARATIVE STATEMENT OF MAIL OPERATIONS  
BY RAILWAY AND STEAMBOAT (FOR FISCAL YEARS  
ENDING MARCH 31, 1950, AND MARCH 31, 1951)

<u>Mail Operations by Railway</u>	<u>1950</u>	<u>1951</u>
No. of R.P.O.'s in operation	192	190
No. of B.C.S. in operation	834	867
No. Railway Mail Clerks employed	1,385	1,381
Miles travelled by R.P.O.'s	22,489,547	21,959,874
Miles travelled by R.M. Clerks	59,227,907	57,726,660
Miles travelled by B.C.S.	11,964,720	11,950,478
Miles travelled by Overflow Mails	13,565,237	13,126,327
Cost of mail conveyance by railway	\$11,133,400.04	\$10,934,896.86
<u>Mail Operations by Steamboat</u>		
No. of Domestic Routes	85	84
Cost of Domestic Routes	\$ 692,951.74	\$ 750,233.12
Cost of International Routes	\$ 1,602,171.16	\$ 1,253,496.68
Cost of Mail Operations by Steamboat	<u>\$ 2,295,122.90</u>	<u>\$ 2,003,729.80</u>

EASTERN ARCTIC PATROL

The new Canadian Government vessel the "C.D. Howe" made its maiden voyage to the Eastern Arctic during the summer of 1950 on the annual patrol to the North. A Post Office representative was on board the vessel and full postal services were extended to patrons of the region as well as to the ship's passengers and crew.

In addition to the above, mails were also delivered to the patrons of the region by auxiliary vessels and by U.S.A.F. and R.C.A.F. courtesy flights.

There was an overall increase of 50% in the volume of mail delivered to patrons during the year. Many expressions of appreciation were received for the Postal Service rendered to the patrons in the hinterland.

Comparison of Volume

	<u>1949</u>	<u>1950</u>
Registered Mail (No. of Items)	244	315
Letter Mail (lb.)	870	1,129
Newspapers and magazines (lb.)	4,100	5,665
Parcel Post (lb.)	<u>4,981</u>	<u>8,240</u>
Total weight carried (lb.)	<u>9,951</u>	<u>15,034</u>



## AIR MAIL SERVICE

Five new services were inaugurated during the year and extensions made to several existing routes.

Trans-Canada Air Lines network was extended from Montreal to New York, while the remaining improvements were primarily made to provide adequate postal facilities for outlying areas.

### Emergency Air Lift

One of the highlights of the year was the emergency air lift given to first-class mail and other essential mail matter during the railway strike of August-September, 1950.

Approximately 22,000 miles were flown on special mail services replacing segments of rail routes, while regular air mail services performed very nearly 100,000 ton-miles of additional work on account of the disruption in rail service.

Mail carried by T.C.A. totalled 3,682,842 ton-miles, an increase of approximately 6% over the previous fiscal year.

Mail carried on the remaining air mail and air stage services totalled 4,534,303 pounds as compared to 4,047,907 pounds in 1949-50, an increase of approximately 12%. All classes of mail are carried by Air Stage Services.

### Expenditures up 2%

Despite the substantial increase in volume of mails receiving air lift, expenditures increased by only 2% over the previous year.

This was accomplished by a more intensive utilization of existing facilities and despite a basic mail pay increase to T.C.A. for domestic service, effective January 1, 1951.



## FINANCIAL REVIEW

During the past three years the Postal Money Order System has undergone a series of changes resulting in an almost complete revision of forms and procedure designed to give broader and more efficient service.

The paper money order form was replaced by the prepunched "Notched" card form in July 1948, with the exception of remittances to be sent outside Canada, for which the paper form was retained until October 1950. The "Notched" card form is now used for remittances payable in other countries.

### Extensive Internal Changes

Extensive changes have been made in the internal operation of the money order system which have resulted in increased economy and efficiency as well as a broader measure of service.

The Notched order is available at 7,816 Accounting post offices. The Denominative order, for domestic remittances under \$16.00, is available at 3,571 Non-Accounting post offices in addition to all Accounting offices.

### Pass Half Billion Mark

The total number of orders issued during the last year was 40,415,207 as compared with 38,567,500 for the fiscal year 1950, an increase of 4.8%. The amount of money remitted through the Postal Money Order System passed the half billion dollar mark during the year at \$511,915,621.06. This is a substantial increase over the total for the previous year, \$479,520,987.18. When it is considered that the average value per order is \$12.67, the important part played by postal money orders in facilitating financial transactions will be appreciated.

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## POST OFFICE SAVINGS BANK

This is a service which the Post Office Department maintains without receiving any financial recompense.

At the end of the fiscal year, the amount at the credit of depositors was \$37,661,920.55.

A table summarizing operations of the Savings Bank for the year is shown on page .

## POSTAGE STAMPS

During the year under review, two new postage stamps were issued displaying scenes representing natural resources of Canada.

On October 2nd, 1950, a 10¢ postage stamp was issued displaying a design representing the "Fur Resources" of Canada. On February 1st, 1951, a \$1.00 postage stamp was issued displaying a design representing the "Fish Resources" of Canada. These two stamps replaced those stamps of the same denominations that had been in circulation since 1946.

## AIR LETTER FORMS

New design 10¢ and 15¢ Air Letter Forms were issued during the year. Both forms were printed with a large size horizontal stamp displaying a Canadian built North Star airplane in flight.

## PHILATELIC REVENUES

The following table gives the revenues received from philatelic sales during the past five years:

<u>YEAR</u>	<u>NO. OF ORDERS</u>	<u>NET REVENUE</u>
1946-47	22,665	\$340,788.53
1947-48	23,028	\$286,452.25
1948-49	17,267	\$214,731.36
1949-50	31,735	\$384,302.92
1950-51	18,550	\$264,885.30



(The Money Order and Postal Note System were amalgamated on 1st April 1949)

(A) Table showing Money Order Operations.

Year	Number of Money Orders Issued			Value of Money Orders Issued			Average Value per Order	-Gross Revenue from Comm. & Excise Tax	Average Comm. & Excise Tax Per Order
	Number of Issuing Offices	Payable in Canada	Payable in other Countries	Total	Payable in Canada	Payable in other Countries	Total		
1947	7,410	24,130,538	1,054,362	25,184,900	321,728,205.55	7,829,498.45	329,557,704.00	13.09	3,403,173.66
1948	7,546	26,427,904	1,277,619	27,705,523	359,633,657.96	10,599,329.26	370,232,987.22	13.56	3,700,521.96
1949	7,615	27,914,879	936,186	28,851,065	409,167,635.19	6,536,119.19	415,703,754.33	14.40	3,955,195.29
<u>N. &amp; P.M.O.</u>	<u>7,876</u>	<u>12,001,777</u>	<u>1,022,348</u>	<u>15,024,125</u>	<u>321,160,985.78</u>	<u>6,156,187.48</u>	<u>327,317,173.26</u>	<u>25.13</u>	<u>2,128,860.68</u>
<u>D.M.O.</u>	<u>11,252</u>	<u>25,543,375</u>	<u>37.1545,152</u>	<u>38,567,500</u>	<u>152,203,813.92</u>	<u>473,364,299.70</u>	<u>6,156,187.48</u>	<u>5.96</u>	<u>2,746,057.16</u>
<u>Total</u>								<u>12.43</u>	<u>4,874,917.84</u>
<u>1950</u>								<u>12.6</u>	<u>4,874,917.84</u>
<u>N. &amp; P.M.O.</u>	<u>7,876</u>	<u>12,001,777</u>	<u>1,022,348</u>	<u>15,024,125</u>	<u>321,160,985.78</u>	<u>6,156,187.48</u>	<u>327,317,173.26</u>	<u>25.13</u>	<u>2,128,860.68</u>
<u>D.M.O.</u>	<u>11,252</u>	<u>25,543,375</u>	<u>37.1545,152</u>	<u>38,567,500</u>	<u>152,203,813.92</u>	<u>473,364,299.70</u>	<u>6,156,187.48</u>	<u>5.96</u>	<u>2,746,057.16</u>
<u>Total</u>								<u>12.43</u>	<u>4,874,917.84</u>
<u>1951</u>								<u>12.6</u>	<u>4,874,917.84</u>
<u>N. &amp; P.M.O.</u>	<u>7,816</u>	<u>9,749,440</u>	<u>940,262</u>	<u>10,689,702</u>	<u>329,802,724.19</u>	<u>5,980,096.88</u>	<u>335,782,821.07</u>	<u>31.41</u>	<u>1,918,072.98</u>
<u>D.M.O.</u>	<u>11,387</u>	<u>29,725,505</u>	<u>39,474,945</u>	<u>29,725,505</u>	<u>176,132,799.99</u>	<u>176,132,799.99</u>	<u>5,980,096.88</u>	<u>5.92</u>	<u>3,210,247.82</u>
<u>Total</u>								<u>12.67</u>	<u>10.8</u>
									<u>5,113,915,821.06</u>
									<u>12.7</u>
									<u>5,113,915,821.06</u>

-Profit on Foreign Exchange not included in Gross Revenue.

(B) Table showing Postal Note Operations.

Year	Number of Postal Note Offices	Number of Postal Notes Paid	Value of Postal Notes Paid	Gross Revenue from Comm. & Excise Tax	Average Revenue Per Postal Note
1947	10,934	8,303,657	22,251,836.76	407,309.43	4.9
1948	10,866	7,742,159	19,530,959.15	378,797.73	4.9
1949	10,830	8,828,556	29,778,446.68	466,410.77	5.3



**EXCHANGES OF MONEY ORDERS BETWEEN DOMINION OF CANADA AND OTHER COUNTRIES**

**FOR FISCAL YEARS 1949 - 1950 AND 1950 - 1951.**

NAME OF COUNTRY	ISSUED IN CANADA						PAYABLE IN CANADA			
	NUMBER	NUMBER	1950		1951		NUMBER	NUMBER	1950	1951
			1950	1951	AMOUNT	AMOUNT				
Australia										
Bahamas	1,558	1,495	14,787.26	14,328.83	1,425	1,230	14,457.82	10,840.55		
Barbados	239	165	2,631.95	1,983.39	1,30	76	315.54	575.90		
Belgium	1,811	1,678	23,591.22	20,757.75	43	26	403.71	130.08		
Bermuda	1,924	1,910	16,247.78	16,247.78	1,096	1,634	40,028.72	61,444.10		
British Columbia	610	495	6,015.63	6,042.89	856	906	22,456.85	22,687.54		
British Honduras	645	459	12,470.07	5,804.36	29	27	192.15	147.32		
China	119	63	1,003.71	783.51	25	25	282.21	112.31		
Fiji	7	-	55.38	-	-	-	-	-		
France	6,208	7,875	35,112.35	69,433.19	1,30	183	1,234.26	3,315.58		
Great Britain and Northern Ireland	151,805	1,405,795	1,221,894.10	8,739	8,089	100,735.70	72,568.30			
Holland	532	1,019	4,086.75	10,198.40	123	76	752.85	438.40		
Hong Kong	134	109	2,981.42	2,981.42	2,599.07	-	-	-		
Iceland	38	55	272.21	289.77	-	-	-	-		
Ireland, Republic of	6,165	6,160	58,955.15	83,616.61	236	-	400.48	444.53		
Italy	9,982	9,985	71,749.55	269,079.55	132	145	6,433.82	7,596.59		
Jamaica	3,019	3,019	36,596.56	34,282.61	-	-	-	-		
Japan	-	413	-	7,247.61	-	-	-	-		
Lesser Islands (comprising Antigua, Montserrat, St. Kitts, Nevis and Virgin Is.)	1,179	935	9,833.41	7,457.08	83	53	897.94	937.59		
Malaya	113	975	505.72	1,338.94	18	56.49	35.97	35.97		
Malta	232	250	1,661.28	2,150.84	14	21	131.79	131.79		
New Zealand	723	850	7,501.11	8,188.53	182	169	3,612.26	1,584.96		
Norway	599	649	5,303.29	5,359.38	-	-	-	-		
Poland	298	257	2,313.74	2,480.90	-	-	-	-		
Sweden	625	600	5,821.91	9,288.68	3	5	51.00	172.59		
Switzerland	1,074	921	8,160.71	8,767.37	159	235	3,723.05	4,906.97		
Czechoslovakia	330	271	3,257.08	4,087.45	-	-	-	-		
Trinidad	661	651	6,634.79	7,988.11	-	-	-	-		
Union of South Africa	2,979	2,975	60,244.04	68,569.25	149	116	1,559.61	1,081.52		
E	857,394	744,932	4,476,876.86	3,879,889.98	372,904	189,826	6,499,973.15	3,750,182.49		
United States (comprising Dominica, Grenada, St. Lucia and St. Vincent)	765	611	8,440.25	6,980.78	29	34	164.93	244.20		
Yugoslavia	43	25	400.00	352.00	-	-	-	-		
	1,022,348	940,262	6,156,187.48	5,980,096.68	385,403	203,118	6,697,818.49	3,920,218.48		

A. China - Service suspended 1st November 1949.  
 B. Fiji - Orders from Fiji to Canada advised via Great Britain since 19th September 1935.  
 C. Great Britain and Northern Ireland ..... including British Possessions and other countries using British exchange facilities.  
 D. Japan - Service resumed 1st December 1950.  
 E. United States - Issues of United States orders payable in Canada suspended 2nd October 1950 by United States.



## VENUE RECEIPTS

rs Ended March 31st, 1950 and March 31st, 1951

	1949-50	1950-51	Increase or Decrease <sup>Y</sup>
Postage paid by means of postage stamps.....	\$ 57,249,306.24	\$ 57,178,573.40	70,732.84 <sup>Y</sup>
Postage meter and postage register machine impressions on mail matter.....	29,518,634.76	32,574,314.30	3,055,679.54
Postage paid in cash (without the use of postage stamps or meter and register impressions):			
First class matter.....	137,536.52	143,926.53	6,390.01
Second class matter - postage on news-papers and periodicals.....	3,995,962.87	4,272,528.34	276,565.47
Third class matter - postage on books, catalogues, circulars, handbills and other printed matter.....	2,423,932.12	2,607,633.40	183,701.28
Fourth class matter - postage on catalogues mailed from zone centres at parcel post rates and postage on samples of merchandise mailed under special permit.	216,644.00	380,895.14	164,251.14
Postal of Post Office lock boxes and drawers	1,024,727.67	1,109,485.96	84,758.29
Commission and Revenue Tax on Postal Money Orders.....	4,874,917.84	5,128,320.80	253,402.96
Commission collected from foreign countries on foreign money orders payable in Canada.	830.68	616.93	213.75 <sup>Y</sup>
Profit in exchange on postal transactions with other countries.....	101,416.87	87,866.21	13,550.66 <sup>Y</sup>
Edits on parcels from other countries for delivery in Canada.....	598,886.93	739,554.24	140,667.31
Edits for the transit of foreign Air Mail in Canada and other transit charges.....	435,532.15	498,633.34	63,101.19
Fee of rural mail boxes.....	93,084.00	80,436.00	12,648.00 <sup>Y</sup>
Scellaneous revenue:			
Payments received from Unemployment Insurance Commission for distributing and selling Unemployment Insurance Stamps.....	523,782.55	652,599.10	128,816.55
Commission received from the Department of Transport for radio licenses sold.....	30,000.65	32,755.40	2,754.75
Commission received from the Department of Labour for the collection of Government Annuity premiums.....	14,954.56	12,767.94	2,186.62 <sup>Y</sup>
dry revenue.....	37,285.02	33,087.58	4,197.44
	101,277,435.43	105,533,994.61	4,256,559.18

## H E R R E V E N U E R E C E I P T S

Proceeds from sales.....	2,144.52		2,144.52 <sup>Y</sup>
Government Annuity Service Fees.....	1,000.00	1,000.00	
Funds of Previous Year's			
Expenditures from Appropriation.....	12,036.78	7,849.06	4,187.72 <sup>Y</sup>
Scellaneous.....	1,688.49	2,612.92	924.43
	16,869.79	11,461.98	5,407.81 <sup>Y</sup>



## DISBURSEMENTS FROM REVENUE

Years ended March 31st, 1950, and March 31st, 1951

	1949-50	1950-51	Increase or Decrease <sup>X</sup>			
	\$	cts.	\$	cts.	\$	cts.
Salary and Allowances paid as follows:						
Revenue Offices.....	6,797,792.66		6,226,623.26		571,169.40 <sup>X</sup>	
Semi-Staff Offices.....	5,989,816.31		5,507,315.23		482,501.08 <sup>X</sup>	
Sub Offices.....	1,047,904.44		1,159,529.62		111,625.18	
Discount allowed vendors.....	113,536.86		113,622.71		85.85	
Compensation paid to messengers for special delivery of letters and parcels.....	99,219.39		124,516.60		25,297.21	
Losses by fire, theft and forgery.....	13,267.57		22,862.82		9,595.25	
Commissions paid to other countries on Money Order business.....	7,592.74		9,437.04		1,844.30	
Charges on parcels mailed in Canada for delivery in foreign countries.....	1,661,355.45		974,083.31		687,272.14 <sup>X</sup>	
Charges for the transit of Canadian mail forwarded through foreign countries and on Canadian Air Mail carried to foreign countries.....	941,510.16		873,010.08		68,500.08 <sup>X</sup>	
Indemnities paid in respect of lost, insured and C.O.D. parcels and registered articles.....	93,654.03		79,778.06		13,875.97 <sup>X</sup>	
	16,765,649.61		15,090,778.73		1,674,870.88 <sup>X</sup>	



# STATEMENT OF APPROPRIATION EXPENDITURES FOR THE FISCAL YEAR ENDED MARCH 31, 1951

Classification of Expenditure	Departmental Administration	Post Offices	Inspection & Investigation	Railway Mail Service	Air and Land Mail Services	Financial Services	Total Post Office Department Appropriation Expenditure
Postmaster General's Salary and Motor Car Allowance..	12,000.00*	407,168.62	114,031.44	55,515.08	184,278.18	1,222,885.37	-12,000.00 526,093.46
Salaries—Headquarters Staffs..							2,509,972.15
Post Office Staffs, District Office Staffs and Railway Mail Service Staffs.							44,905,419.34
Overtime payments for Post Office Staffs.....							1,509,065.07
Mileage Allowances—Railway Mail Clerks.....							577,266.60
Commissions to Postmasters on Savings Banks, Business.....							
Mail Service by Steamboat.....							
Mail Service by Air.....							
Mail Service by Ordinary land conveyance, including Rural Mail Delivery.....							
Rural Mail Delivery Boxes.....							
Mail Bogs.....	549,818.71	20,211.96	21,095.78	110,336.24	8,110.95	8,490,689.45	13,985,713.89 2,181,363.90 8,490,689.45
Travelling Expenses.....							
Printing, Stationery and Office Equipment.....	81,043.96	515,826.12	43,731.73	72,414.59	44,455.70	111,142.17	13,672,978.83 125,958.83 549,818.71 161,439.94
Repairs and Upkeep of Equipment.....	2,389.54	152,869.20	16,940.24	907.29	19,849.79	58,672.69	251,628.75
Acquisition of Equipment.....	1,676.91	953,065.79	16,980.07	2,068.22	7,470.33	2,621.36	983,882.68
Telephones and Telegrams.....	1,677.65	68,468.45	4,188.41	40.46	144.69	991.51	75,511.17
Sundries.....	18,628.46	5880.76	2,291.09		380.00	684.19	90,794.47
Publicity and Advertising.....	99,920.46						99,920.46
Money Order Forms.....							
Manufacture of Postage Stamps.....							
Gratuities to Families of Deceased Employees.....							
	28,341.20*						28,341.20
	\$1,341,802.31	\$43,191,357.00	\$1,919,241.64	\$20,684,018.89	\$22,547,051.80	\$2,097,994.73	\$91,781,466.37

\*Statutory.



OPERATIONS OF THE POST OFFICE SAVINGS BANK  
FOR THE FISCAL YEAR ENDED MARCH 31, 1951.

Year ending 31st March	Balance on deposit beginning of Fiscal Year	Amount of Deposits	Interest Allowed to Depositors	Amount of Withdrawals	Balance on deposit end of Fiscal Year	Number of accounts end of Fiscal Year	Average at credit of Post Office Savings Banks 31st March
1942	22,176,632.54	5,050,676.71	423,762.13	5,979,658.00	21,671,413.58	109,671	197.60
1943	21,671,413.38	8,386,978.73	438,910.42	6,123,311.05	24,373,991.48	139,103	175.22
1944	24,373,991.48	13,844,802.87	499,569.11	10,422,155.43	28,296,208.04	183,095	154.54
1945	28,296,208.04	18,567,982.26	581,472.63	15,976,863.83	33,468,799.10	222,250	150.59
1946	33,468,799.10	18,686,476.43	656,456.23	17,274,578.05	35,537,153.71	237,464	149.65
1947	35,537,153.71	13,834,474.44	681,693.55	14,288,809.37	35,764,512.33	242,874	147.25
1948	35,764,512.33	11,983,689.97	690,584.18	12,212,726.26	36,226,060.22	248,380	145.85
1949	36,226,060.22	12,843,954.23	710,012.33	12,038,638.16	37,741,386.62	269,161	140.20
1950	37,741,388.62	12,144,889.17	729,006.54	11,860,650.53	38,754,633.80	274,423	141.21
1951	38,754,633.80	10,358,265.52	733,899.07	12,194,871.84	37,661,920.55	278,595	135.18



## OPERATIONS

The principal medium of contact by the Postal Service with the public is, of course, through the Post Office, and there were 12,390 of these in operation during the year, a reduction of 25 as compared with the previous year.

There were 184 Post Offices opened during the year and 209 closed because of limited usefulness.

Post Offices range in size from large, imposing structures in the major cities, down through more modest structures in smaller cities and towns to corners in stores and other business buildings in villages and in hamlets which are the hub of rural life.

### Staff Post Offices

All the larger post offices fall into the classification known as "Staff Offices". There are now 269 of these, 61 having been added during the year.

The change in status of these 61 offices made the 310 full-time employees and 22 part-time employees subject to the terms of the Civil Service Act and extended the benefits of the Superannuation Act to all permanent employees. Prior to this change only the Postmasters of the offices were subject to the terms of these Acts.

### Number of Employees

The number of employees in Staff Post Offices increased as follows:

	<u>Full Time</u>	<u>Part Time</u>
31st March 1951	17,319	634
31st March 1950	<u>17,317</u>	<u>536</u>
Increase	2	98

While the change in status of 61 Post Offices actually added another 310 full-time and 22 part-time employees, the overall increase only amounted to 2 full-time and 98 part-time employees, because of reductions made elsewhere during the year.

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## NUMBER OF POST OFFICES

Statement showing the number of Post Offices in operation in the Dominion on April 1st, 1950, the number of Post Offices established and the number of Post Offices closed during the year from April 1st, 1950 to March 31st, 1951, and the number in operation on March 31st, 1951.

Province	Number of Post Offices in operation during the fiscal year 1949-1950	Number of Post Offices established from 1st April 1950 to 31st March 1951	Number of Post Offices closed from 1st April 1950 to 31st March 1951	Number of Post Offices in operation during the fiscal year 1st April 1950 to 31st March 1951
Newfoundland.....	550	26	3	573
Prince Edward Island.....	105	—	—	105
Nova Scotia.....	1,315	—	37	1,278
New Brunswick.....	909	9	44	874
Quebec.....	2,560	34	49	2,545
Ontario.....	2,586	54	58	2,602
Manitoba.....	809	16	2	823
Saskatchewan.....	1,404	11	8	1,407
Alberta.....	1,184	5	10	1,179
British Columbia.....	952	23	17	958
Yukon.....	15	1	1	15
Northwest Territories...	26	5	—	31
	<b>12,415</b>	<b>184</b>	<b>209</b>	<b>12,390</b>

Total number of Post Offices in Operation on 31st March 1950.....  
 Total number of Post Offices in Operation on 31st March 1951.....  
 Net Decrease.....  
 Number of Post Offices established from 1st April 1950 to 31st March 1951.....  
 Number of Post Offices closed from 1st April 1950 to 31st March 1951.....



The reduction in staff resulted from changes in the system of handling certain classes of mail matter and the practice adopted of not filling vacancies immediately prior to the introduction of one delivery per day in residential areas by letter carrier.

The full saving of staff due to the curtailment of letter carrier delivery will not be apparent until next year.

#### REVENUE POST OFFICES

By far the larger number of post offices in Canada are known as revenue offices. These are subject to various gradings and they play a vital role in serving the postal needs of the many Canadians who live and work in the small towns and rural areas. Generally they are classified as Semi-staff offices, of which there were 1,245 at the end of the year; Revenue offices, groups 1 to 30, numbering 9,340; sub-offices, located at strategic points in cities and towns served by letter carrier delivery, numbering 1,180 and seasonal offices numbering 270.

#### Postal Agencies

The Department has made a survey with a view to establishing whether some form of delivery service could be introduced in places where the establishment of a regular Post Office could not be justified. A system of group boxes was devised, which are located at strategic points contiguous to the route traversed by existing mail couriers, preferably on a rural mail route. The mail courier effects delivery to these group boxes in the same manner as mail is delivered into boxes in apartment blocks, and the boxholders can take delivery of their mail from these boxes at any time convenient to them. The boxes are individually locked.

These boxes are under the surveillance of a postal agent who gives service to the public one hour before and one hour after the arrival of mail by courier; that service consists of selling postage stamps, accepting letters for registration and delivery of oversized parcels, etc.



Four such postal agencies have already been established, and the Department intends to extend the service as circumstances demand.

#### Superannuation for Assistants in Semi-Staff Offices

Through the constant efforts of the Department, it has been decided that assistants in Semi-Staff Offices are civil servants for the purposes of the Civil Service Superannuation Act. This means that those meeting the normal requirements will become eligible to contribute to superannuation and derive the usual benefits therefrom.

#### POSTAL ACCOMMODATION

Important steps were taken during the year towards improving postal accommodation throughout the country, both in public and rented buildings.

Because of the requirements of the defence program, it has been possible to proceed only with the most urgent projects, but in spite of this many new buildings, additions to existing structures, and alterations have been completed.

#### Careful Review

All projects undertaken are subject to the most careful review in the light of present conditions.

A great many improvements have been effected in the accommodation both in public buildings and in post offices rented by the Department of Public Works. Additional space has been obtained where other departments were vacating public buildings. Screen lines have been improved and lunch rooms have been provided for employees.

The ever increasing demand for lock boxes is being met and there are now some 611,000 installed, producing an annual revenue of \$1,300,000.

During the year the initial supply of group mail boxes was developed and produced at the Post Office Workshop in Ottawa. A number of these have been installed in the newly established postal agencies.

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The design of the mail storage box, for letter carrier bundles, has been reviewed, preparatory to acquiring the considerable quantity now necessary to supplement the original supply installed last year. Improvements have continued in the equipment of Post Offices across the country in so far as sorting cases, bag racks, trucks and skids are concerned.

#### SERVICES, METHODS and EXAMINATIONS

During the past year, Letter Carrier Delivery was established at Kentville, N.S., Collingwood, Ont., Willowdale, Ont., and Thorold-Merritton, Ont. In these communities there are a total of nearly 12,000 points of call being served by 30 Letter Carrier routes.

In addition, due to the continued growth of practically all cities and towns, Letter Carrier Service was extended to 15,441 new points of call. To provide this service 42 additional Letter Carriers were employed and to relieve overloaded routes, an additional 56 Letter Carriers were taken on.

Since January, a complete revision of letter carrier walks in all offices has been undertaken to conform with the Government directive that residential areas are to receive letter carrier service only once per day. This has necessitated the discontinuance of approximately one walk in every four in the residential areas, and the subsequent rearrangement of the remaining walks.

#### Departmental Examinations

Steady progress continues to be made toward a higher standard of knowledge and increased efficiency in the Service, as indicated in the results obtained by Postal employees across Canada, at their annual statutory examinations on Postal Law and Regulations and sortation tests:

<u>Year</u>	<u>Number of Examinations</u>		<u>Average %</u>
1950	Sortation Tests	-	7,240
1949	" "	-	<u>7,202</u>
	Increase	-	38
			<u>2.1</u>
1950	Postal Law & Regulations	-	9,500
1949	" " "	-	<u>9,329</u>
	Increase	-	171
			<u>1.5</u>









